



Department of Medical Assistance Services  
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Richmond, Virginia 23219

[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

# MEDICAID MEMO

**TO:** All Medicaid Enrolled Providers of Intellectual Disability (ID) and Day Support (DS) Waiver Services Participating in the Virginia Medical Assistance Programs

**FROM:** Cynthia B. Jones, Director  
Department of Medical Assistance Services

**MEMO:** Special

**DATE:** 9/6/2011

**SUBJECT:** Intellectual Disability On-line System – *Effective Immediately*

The purpose of this memorandum is to confirm to the above-referenced providers that the Department of Medical Assistance Services (DMAS) permits providers to electronically file certain forms via the Intellectual Disability On-Line System (IDOLS), implemented by the Department of Behavioral Health and Developmental Services (DBHDS) on June 23, 2011. DMAS is currently in the process of updating the Community Mental Health Rehabilitative Services Manual and the Mental Retardation/Intellectual Disability Community Services Manual to reflect this change. In the interim the above-referenced providers may rely upon this Memorandum as authority to use the IDOLS, in lieu of the paper forms listed below.

In 2006, the Centers for Medicaid and Medicare Services (CMS), the federal Medicaid oversight agency, awarded Virginia a Systems Transformation Grant aimed at creating system and service efficiencies. Part of that grant was used to create IDOLS, a web-based system used to improve and streamline Intellectual Disability (ID) Waiver services for individuals and their families. The system will track the ID Waiver waiting list, enrollment, requests for services and service authorization(s). The system was designed for use by providers to facilitate access to intellectual disabilities services. IDOLS allows providers, including Community Service Boards and Behavioral Health Authorities, a more efficient method of transacting business regarding the Waiver Wait List, Slot Assignment, and service authorization for necessary waiver services.

Because IDOLS is a web-based system, providers using IDOLS will no longer be required to use DMAS paper forms for many waiver-related processes. As of the date of this Memorandum, ID waiver service providers may begin using IDOLS web-based forms in lieu of the forms listed below.

- Enrollment Request form (DMAS-437, Revised 10-1-10)
- Day Support Waiver Level of Care Eligibility Form (DMH 885E 1164DS, Revised 10/1/10) [ODS Generated]
- MR/ID Waiver Level of Care Eligibility Form (DMH 885E 1164, Revised 10/1/10) [ODS Generated]
- Slot Change/New Assignment Fax Cover (DMH 885E 1202, Revised 10/1/10)
- Fax Cover for Any Submission Effecting a Waiting List Change (DMH 885E 1213, Revised 10/1/10)
- Plan of Care Summary form (DMAS 438, Revised 11/4/10)
- Status of Request for Placement on the ID/MR Waiver Statewide Waiting List (Revised 4/11) [ODS Generated]

Providers with questions concerning signing up for or using the IDOLS system may contact Cheri Stierer of the Department of Behavioral Health and Developmental Services, at [cheri.stierer@dbhds.virginia.gov](mailto:cheri.stierer@dbhds.virginia.gov). For questions regarding DMAS forms or working with DMAS via the IDOLS system please contact Sam Pinero in the DMAS Long Term Care Division ([Sam.Pinero@dmass.virginia.gov](mailto:Sam.Pinero@dmass.virginia.gov)).

### **VIRGINIA MEDICAID WEB PORTAL**

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: [www.virginiamedicaid.dmas.virginia.gov](http://www.virginiamedicaid.dmas.virginia.gov). If you have any questions regarding the Virginia Medicaid Web Portal, please contact the ACS Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 A.M. to 5:00 P.M. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

### **ELIGIBILITY VENDORS**

DMAS has contracts with the following eligibility verification vendors offering internet real-time, batch and/or integrated platforms. Eligibility details such as eligibility status, third party liability, and service limits for many service types and procedures are available. Contact information for each of the vendors is listed below.

Passport Health Communications, Inc. <a href="http://www.passporthealth.com">www.passporthealth.com</a> <a href="mailto:sales@passporthealth.com">sales@passporthealth.com</a> Telephone: 1 (888) 661-5657	SIEMENS Medical Solutions – Health Services Foundation Enterprise Systems/HDX <a href="http://www.hdx.com">www.hdx.com</a> Telephone: 1 (610) 219-2322	Emdeon <a href="http://www.emdeon.com">www.emdeon.com</a> Telephone: 1 (877) 363-3666
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### **“HELPLINE”**

The “HELPLINE” is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The “HELPLINE” numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.